

SC003897

Registered provider: One To One Crisis Intervention Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of a small group of homes situated in quiet residential area. The home caters for one child.

Inspection dates: 2 to 3 November 2017

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 December 2016

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection:

None

Key findings from this inspection

This children's home is good because:

- The registered manager is suitably qualified and experienced. He has been in post since July 2017 and has a very positive and inclusive ethos. He leads by example. The young person and staff team respect and have confidence in him.

External professionals also remark on the positive impact that the manager is having on the experiences and progress of the young person. The placing authority is very satisfied with how well the young person is doing.

- The young person has lived in this children's home for more than two years. He has a real sense of belonging and is rightly proud of his achievements during this time. For example, he is doing really well at school and is confidently working towards his chosen profession by embracing work experience opportunities that he hopes will lead to an apprenticeship.
- The young person enjoys an excellent relationship with staff. He feels that he can talk to them about anything and that they will help and support him in the best way they can.
- Within this home there is a lovely sense of fun and an earnest desire to create as homely and family-like a childhood as possible for the young person. There is also an excellent recognition of the importance of family and the young person being part of his family and connected to his roots. Really good attention is also given to preparing the young person for his future, so that he can live a safe, fulfilled and happy adult life.

The children's home's areas for development:

- There is a need for the company to be timelier in the provision of some training for newly appointed staff. In particular, specific training in the management of behaviour is necessary before staff work alone with young people. This will ensure that staff have the understanding and skills to manage behaviour positively and in a way that is consistent with the company's expectations of good practice.
- While the use of physical restraint is low and indeed it has not been used since the current registered manager was appointed in the summer, when restraint does occur, it is necessary to include a staff debrief in the regulatory record. This will provide clear evidence that the opportunity was taken to reflect on this serious incident and examine how practices may be improved in the future.
- Since being appointed, the manager has reviewed and developed some areas of practice in the home. For example, sanctions have been replaced by a restorative approach and police will not be involved unnecessarily in the lives of the young person. The impact of these developments will be assessed at the next inspection, once they have been fully embedded.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2016	Interim	Sustained effectiveness
27/04/2016	Full	Good
09/02/2016	Interim	Sustained effectiveness
03/06/2015	Full	Requires improvement

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
13: The leadership and management standard The leadership and management standard is that the registered person ensures that staff have the experience, qualifications and skills to meet the needs of each child. In particular, all staff should be trained in how to manage behaviour positively and safely prior to working alone with children. (Regulation 13 (2)(c))	31/12/2017
35: Behaviour management policies and records The registered person must, within 48 hours of the use of a measure of control, discipline or restraint in relation to a child speak with the user about the measure and sign the record to confirm it is accurate. (Regulation 35 (3)(b))	01/12/2017

Inspection judgements

Overall experiences and progress of children and young people: good

The young person enjoys living in this children's home. He has a strong sense of belonging and wants to continue living there. The physical environment reflects his personality and interests and clearly demonstrates that he is central to decision-making. The young person recognises how well he is doing and trusts staff to help and support him. He enjoys the fact that the home is one of several owned by the same company and that everyone knows each other well as they are located within a small community. He says, 'It's like one big family'. This has led to young people forming meaningful friendships and enjoying an exciting range of experiences together, such as charity cycle rides, hosting 'come dine with me' events and joining together to have a stronger voice within the company. There have been achievements, such as young people producing a child-friendly guide, which will be used in the future to welcome new children and young people.

The manager and staff provide highly individualised care and support to the young person. They enjoy open and trusted relationships and this is complemented by a sense

of fun. Excellent attention is being given to meeting the emotional and psychological needs of the young person. Specialist therapeutic support has been sourced and there is a clear recognition of the importance of helping the young person develop into a well-rounded and responsible young adult when he leaves care. The young person is being prepared for his future effectively. He knows what profession he would like to pursue and along with his school, staff are positively supporting his aspirations, as a good parent would.

The young person has a comprehensive plan of care, which includes identified targets and clear evidence of the progress he is making. He is fully involved in discussions and his close involvement has secured his understanding and engagement. The team maintains a record of 'wow' moments which celebrate the young person's achievements. In other respects, too, the young person has a strong voice and influences such things as plans to redecorate. The young person knows how to complain and feels confident that staff will listen to him and act appropriately.

The young person is doing well in education and has attended the same school for several years. His attendance is excellent. He is supported to pursue a healthy lifestyle and can cook to a high standard, particularly for his age. He is also encouraged to be physically active and has achieved a Duke of Edinburgh award and routinely takes part in sport. He regularly meets up with his extended family and this is an area that has and will continue to be developed as staff know how important this is to the young person.

How well children and young people are helped and protected: good

The young person feels safe. He has an excellent relationship with the manager and staff, based on trust and mutual respect. He feels he can talk to staff about anything and that they will not judge him, but seek to help him in the best way they can. The young person also has access to other adults outside of the home, including family members and his social worker.

The young person is treated with dignity and respect. He is being supported to manage his behaviour in a considered way and through his treatment by staff is learning the benefits of being respectful to others. When difficult situations arise, staff are helping the young person to reflect on what happened and to seek ways to make amends. Since the new manager has been in post, sanctions have not been used; instead, a restorative approach is taken. In discussions with staff it is apparent that they seek to respond to the young person as they would their own child; they work with him in a careful and considered way and would not, for example, involve the police in a domestic matter that they can resolve more positively, as would be done in a family situation.

The manager and staff are effective in identifying risks. They are creative and thorough in their responses, working effectively with other professionals and directly with the young person. They understand the importance of helping the young person to take responsibility for keeping himself safe, both now and in the future. The young person does not go missing from home. Since the last full inspection in April 2016, four physical restraints have taken place. However, none have occurred in the last nine months or

since the new manager has been in post. Records of these serious incidents do not include evidence of a follow-up discussion with staff. It is important to demonstrate what lessons have been learned and how practices have improved. It is also essential that all staff have appropriate training in the management of behaviour prior to working alone with young people. This training includes the learning of a variety of de-escalation techniques and, where necessary as a last resort, the safe use of agreed physical restraints.

The effectiveness of leaders and managers: good

The registered manager has settled well into his post and is starting to embed good quality practices. He has established an excellent rapport with the young person. He has also gained the respect of his team and external professionals. He has a clear vision of how the young person can be supported to achieve his potential and is effective in securing resources and support from other significant adults and agencies.

In addition to the manager, there are a deputy and a residential carer who provide one-to-one support to the young person. The team as a whole contributes a wide and diverse range of skills, as its members have very different backgrounds. They work effectively as a team and the young person is benefiting from a consistent approach. The young person is clear about how staff expect him to behave and is responding positively to new boundaries that are in place. Each member of staff is bringing positive experiences to the young person and providing excellent role modelling, which the young person recognises and values.

The statement of purpose has been revised to reflect the changes in the manager and staffing of the home over the summer. The manager hopes to make further improvements to this document so that it more accurately reflects his ethos. A new young person's guide has recently been produced by a small group of children and young people within the company, including the young person living in this home. This provides very child-friendly and useful information.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out

under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: SC003897

Provision sub-type: Children's home

Registered provider: One To One Crisis Intervention Ltd

Registered provider address: One To One Crisis Intervention, 5 Newton Road,
Newton Abbot, Devon TQ12 3AL

Responsible individual: Annie Westbrook

Registered manager: James Farrell

Inspector

Norma Welsby, social care inspector

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